

NOCTI

National Occupational Competency Testing Institute

JOB READY SAMPLE ASSESSMENT

WORKPLACE READINESS

TEST CODE: 2028

Version: 01

Specific competencies and skills tested in this assessment:

Workforce Awareness

Recognize employee roles in achieving company goals
Identify acceptable work habits
Describe our economic system
Describe company structure
Define entrepreneurship and its importance to the economy
Identify and compare the various types of business ownership
Describe advantages and disadvantages of business ownership
Explore supervisory and management roles in an organization
Summarize proper procedures for job termination
Define the customer
Forecast employment trends and risks of employment changes
Explain the principles of Total Quality Management

Employment Retention

Describe importance of punctuality and reliability in the workplace
Compare ethical and non-ethical workplace attitudes
Understand the cost of customer service
Explain the importance of quality control in job performance
Display a positive attitude toward the job
Maintain appropriate employment records
Explore opportunities for professional development
Explain a performance evaluation
Adapt to change

Workplace Safety and Wellness

Demonstrate proper lifting techniques
Explain aspects of Right-to-Know Act
Identify basic first aid procedures
Select and use protective devices
Identify handle and store hazardous substances
Identify safety procedures on the job
Identify elements of a healthy, drug free life style
Understand the role of government agencies in providing a safe workplace

Identify stress sources

Employment Acquisition

Demonstrate interviewing skills

Complete a job application form and a W-4 form

Prepare a resume and letter of application

Identify appropriate dress and grooming

Prepare a thank you letter after the interview

Identify the steps in applying for a job

Identify sources used in a job search

Identify documents that may be required when applying for a job

Complete a self-assessment

Establish short and long-term career goals

Identify career information sources

Compare and contrast job offers

Describe company history

Assemble employment portfolio

Human Relations

Identify appropriate responses to positive and negative criticism

Develop awareness of cultural diversity and equity issues

Identify and apply conflict resolution skills

Identify behavior that promotes effective human relations

Define and identify positive personality traits

Communications

Explain the importance of effective communications

Carry out written and oral instructions

Communicate effectively with customers and clients

Communicate effectively with employer and co-workers

Demonstrate decision-making and problem-solving skills

Demonstrate initiative

Identify and overcome major barriers to listening

Write effective business letters, memorandums and reports

Identify methods to improve listening skills

Identify methods to improve speaking skills

Identify methods of nonverbal communications

Participate in large and/or small group discussions

Identify and demonstrate effective negotiation skills

Prepare and deliver a speech to an audience

Use technology in communications

Describe appropriate business language in placing and receiving telephone calls

Demonstrate appropriate self-assertiveness

Rights and Responsibilities

Identify the purpose of labor laws

Recognize and explain responses to sexual harassment

Identify indicators of workplace violence

Identify the purpose of anti-discrimination laws
Describe child labor laws
Identify sources of employee information regarding company policies and procedures
Identify the purpose of Equal Opportunity Employment (EOE)
Identify agencies protecting consumer rights

Civic, Social and Business Awareness

Demonstrate awareness of government, professional organizations and trade unions
List good citizenship activities
Participate in a public relations activity
Demonstrate business meeting skills
Demonstrate social etiquette
Select characteristics of a positive image

Life Skills

Perform basic math operations such as addition, subtraction, multiplication and division
Describe the role of computers in the home and workplace
Specify the difference between gross and net pay
Change decimals to percents/percents to decimals
Demonstrate banking skills
Describe the deductions that may be made from a paycheck
Prepare a budget
Solve fraction problems
Prepare an income tax return form
List and describe fringe benefits
Outline strategies for effective time management
Identify applications of the metric system
Identify investment opportunities
Describe how to use credit wisely

Teaming/Leadership Skills

Describe characteristics of a team working together successfully
Describe the qualities and abilities of an effective leader
Explain the different types of leadership
Describe importance of interaction with employers and co-workers
Identify and apply the various roles and responsibilities of a leader within an organization
Identify the opportunities available for the development of leaders

Written Assessment

Administration Time: 3 hours
Number of Questions: 181

Areas covered:

11% Workforce Awareness
11% Employment Retention
10% Workplace Safety and Wellness

- 10% Employment Acquisition
- 5% Human Relations
- 17% Communication
- 10% Workplace Rights and Responsibilities
- 5% Civic, Social and Business Awareness
- 17% Life Skills
- 4% Teaming/Leadership Skills

Sample Questions:

Buying an existing business

- A. usually has fewer start-up costs than a franchise
- B. provides more security than starting a new business or investing in franchise
- C. requires analyzing the location, competition, and market outlook
- D. is a high risk because successful businesses are not sold

The basic premise of quality control performance is

- A. quality inspection
- B. do it right the first time
- C. only the quality inspector needs to check for errors
- D. none of the above

The Right-to-Know Act requires that employees are

- A. trained to use safety devices
- B. allowed to review personal evaluation reports
- C. responsible to inform employers if they have a criminal record
- D. made aware of hazardous substances found in the workplace

If you work for an extremely critical supervisor, you should try to improve your work because you

- A. want to please your supervisor
- B. want to improve yourself
- C. have no choice
- D. want to get paid

Initiative is

- A. communication with people you know or can get to know to share information and advice
- B. the desire to do what is necessary without being told
- C. the willingness to work well with everyone else on the job
- D. your potential for learning a certain skill